

PORT VISIT SURVEY/QUALITY QUESTIONNAIRE

N00244-01-D-0003
FISC, San Diego

PORT: _____
CONTRACT NO: _____

PVST DATES: _____
CONTRACTOR: _____

SERVICE	OUTSTANDING	SATISFACTORY	UNSATISFACTORY	N/A	REMARKS
ARRIVAL:					
Pilots					
Tugs					
Line Handlers					
Pier/Berth Assgnmnt					
Forklift/Cranes					
Brows/Fenders/Camels					
ARRIVAL BRIEF:					
Timely					
Info Packet Provided					
Knowldg of local regs					
Area Info Accurate					
Local Contact #'s					
Attendees (Police, Tour					
Customs, Etc.)					
HUSBANDING AGENT					
Professionalism					
Availability (on call)					
Daily Visits					
Personnel Transfers					
Pass Orders					
Monitor Subcontractrs					
Quality Control					
SERVICES					
Crit/Sewage					
Trash					
Waste Oil Removal					
Telephones (Lnd Lns)					
Cell Phones					
Pagers					
Portable Radios					
Provisions					
Laundry Service					
Cargo Drayage					
Ground Transport					
Fuel					
Water Taxis					
Fleet Landing					
General Assistance					
PRE-SAILING					
Present Invoices					
Departure Arrngmnts					
OTHER					

If you wish to be contacted regarding your evaluation, please provide name, phone numbers, SALTS, e-mail address, etc.

Fleet and Industrial Supply Center, San Diego

Regional Contracts Department

Customer Satisfaction Survey

As Director, Regional Contracts Department, FISC San Diego, I want you to know I am personally interested in the quality of work and service that we provide to you. In order to ensure you receive the kind of contracting support you expect it will be helpful if you complete this brief questionnaire. I assure you I will give it my personal attention, as will the members of my Port Services Team.

Please do not hesitate to discuss, in the space provided, any aspect of the support provided that you feel is worthy of mention. I am also interested in your views on aspects of the port visit process that you believe worked well and those that did not work so well. Thank you!

JOHN F. QUA, Commander, SC, USN

Indicate your level of satisfaction. 1 = Unsatisfactory; 2 = Marginal; 3 = Acceptable; 4 = Highly Satisfactory; 5 = Superior.

Was the port visit briefing provided (on-site, e-mail, website) beneficial/valuable?

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was the LOGREQ response provided in a timely manner?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Did the LOGREQ response address all of your requirements, including cost information?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Was a Port Svcs Team member available to assist or answer questions when needed?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Were you treated courteously?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Overall level of satisfaction.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

(Contract Number: N00244-)

Activity Name: _____

UIC: _____

Delivery Order under Port Services Contract. Pls identify Port _____.

(Optional)

Preparers Name: _____

Preparers Title: _____

E-Mail: _____

Phone Number: _____

Date: _____

Please fax to (619) 532-3437 or mail to FISC Code 200, 937 N. Harbor Drive, San Diego, CA 92132-0060
For more information about FISC visit us at www.sd.fisc.navy.mil